

**Job description**

# Failsafe Officer, Diabetic Eye Screening Programme (DESP)

**Location:** Relevant Hospital Eye Service Department

**Reports to:** Deputy Failsafe Manager

**Working with:** Failsafe Manager, Programme Clinical Lead, Programme Manager, Consultant Ophthalmologists, GP Practices

InHealth Intelligence is a leading software provider of information management solutions and forms part of the InHealth Group that sees more than 3 million patients each year. Our main areas of focus include diabetic eye screening solutions, population-based data analysis and Child Health Information Services (CHIS.)

For each patient under HES (Hospital Eye Service) care the DESP requires details of their appointing, examination/treatment and discharge. Specific National guidance specifies the requirements placed on Failsafe to track each of these patients to ensure clinical responsibility is transferred; patients are seen and treated within nationally set timeframes, are monitored and tracked and not lost to follow-up. This data is then used to report to the NDESP against national Quality Assurance Standards.

## What you will do:

The post-holder will be responsible on a day-to-day basis for undertaking the specific failsafe duties within the Hospital they are embedded within for the DESP Programme including liaison with consultant ophthalmologists and appointing managers.

## What you are responsible for:

- Using the HES Feedback Module of Spectra PM, monitor all patients referred to the HES to ensure:
  - Referral received date is recorded and each referral has the minimum data items included
  - Referrals are acknowledged and clinical responsibility accepted by the HES. Where this is not the case after having made reasonable efforts ensure the matter is escalated to the Failsafe Manager/Clinical Lead and the patient's GP informed
  - The HES clinical decision to accept or reject the referral is applied to Spectra PM
  - They are tracked, as per national guidance and Policy, ensuring they are in the correct care pathway and all data is timely entered into the Module's patient tracking system
  - Date of first offer of appointment is logged
  - Patient attendance/non-attendance/cancellation/discharge and planned follow-up appointments are logged in to Spectra PM

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- For patients who attend, record examination and treatment details along with the outcome of the consultation (retained under HES care, discharged)
- Confirm each patient is not already under the care of the HES for the condition referred, if they are and they are due to be seen again within an appropriate timeframe, then the referral should be 'rejected'
- Support the appointing of the patient based on their referral type (Urgent, Routine) within National set timeframes including patients who require re-inviting as a result of DNA/DNR and/or cancelation by the patient or HES. Collate and enter the details within the HES Feedback module and report potential breaches to Failsafe Manager/ Clinical Lead for investigation and follow-up
- The notification of the patients GP of non-attendance or non-response and that the patient is re-invited in accordance with the HES DNA/DNR and discharge policy.
- Patients on discharge are referred back into the Programme within the correct pathway and Patients GP has been informed
- To liaise with Maternity Units within the Hospital to ensure that all Diabetic patients who are pregnant are referred to the DESP and screened either at or within two weeks of the first antenatal appointment
- Capture Certificates of Visual Impairment (CVI) data and audit the Laser Book to identify any patient not referred by the Programme but requiring treatment
- Audit the status of patients to ensure all patients under HES care are seen at least annually and status updated on the HES Feedback Module. Patients without a follow-up appointment within a 12-month timeframe to be identified and escalated to the HES Clinical Lead and Failsafe Manager for investigation and further follow-up (The Suspended list)
- Review and respond to individual queries, data completeness reports and data quality reports
- To provide reasonable support to the HES which will assist the Programme in meeting its duties and requirements including the co-ordination of patient appointments within the Hospital i.e. diabetology, maternity
- Regularly review national guidelines and best practice relating to failsafe and take this into account when fulfilling the role
- Ensure all activity and checks specified in the Standard Operating Procedure are undertaken in a timely manner
- Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties
- Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient need and in accordance with Trust policy

## What people see in you:

- A team player who is supportive, reliable and trustworthy
- Someone who is approachable, dedicated and hardworking
- A people person – someone who enjoys working alongside and helping others
- Someone who thrives on and remains calm and focused in challenging situations
- Great organisational skills with the ability to prioritise workloads
- A high level of attention to detail and who works well within set procedures

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### You will:

- Be experienced in dealing with customers and/or patients and know how to handle their queries effectively and sensitively
- Educated to GCSE or equivalent Qualifications and or training/experience in Patient Care
- Understand the importance of patient confidentiality and be aware of data protection
- Have excellent verbal and written communication skills
- Be flexible in weekly working patterns and locations as required
- Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations
- Maintain and ensure observation of robust internal quality assurance measures to meet national standards
- Be comfortable with audits and reporting

### You have experience of:

- Experience of working within Failsafe would be an advantage
- Knowledge of NDESP standards is desirable
- Knowledge of National Screening Committee (NSC) and NDESP guidelines, NICE and NSF would be an advantage
- Quantitative and Qualitative research methods and statistics
- Previous experience in a healthcare environment